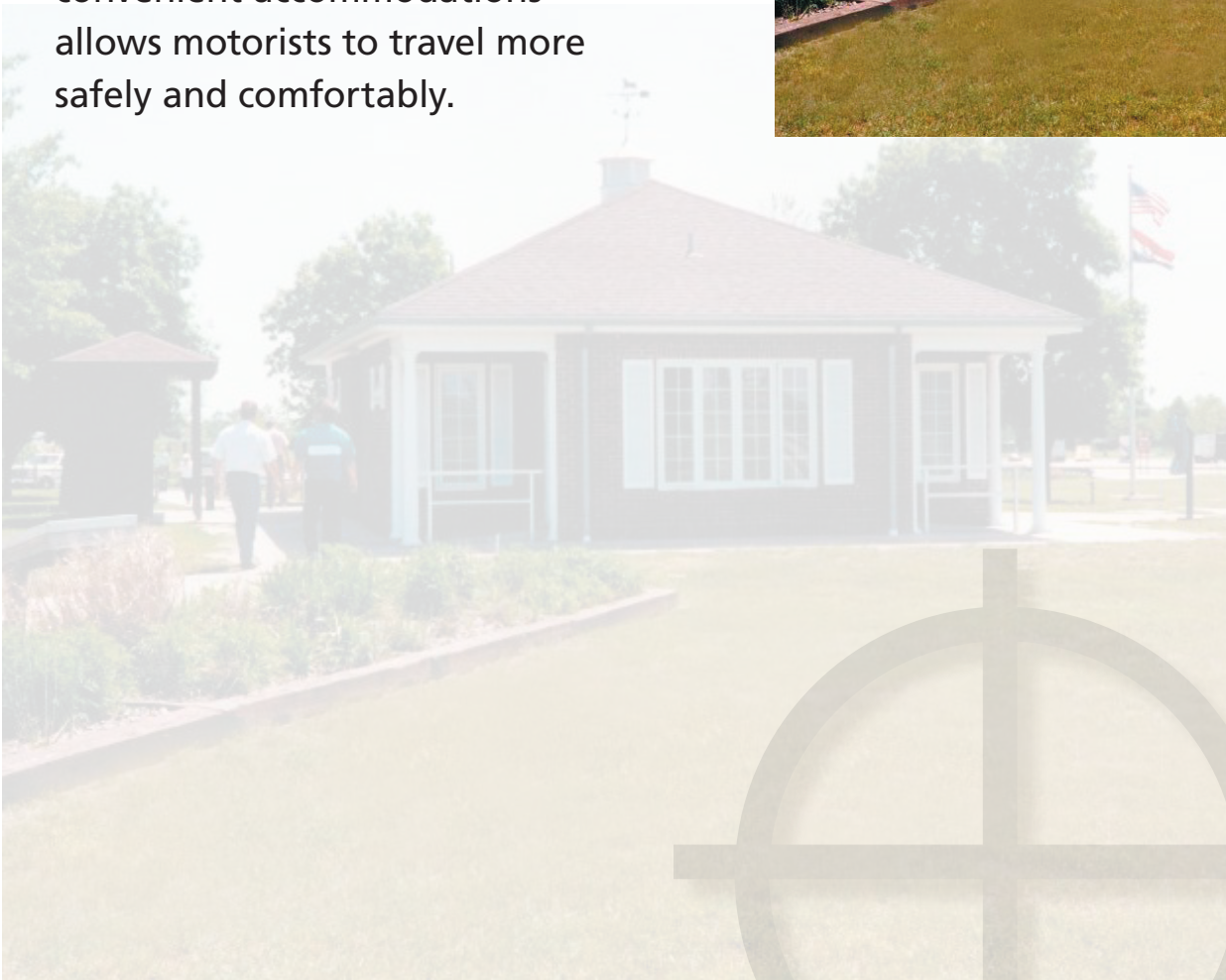


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# Convenient, Clean and Safe Roadside Accommodations

*Tangible Result Driver – Don Hillis,  
Director of System Management*

Many Missouri motorists depend on roadside parks and rest areas during their travels for the opportunity to rest and refresh themselves in a safe environment. Providing safe, clean and convenient accommodations allows motorists to travel more safely and comfortably.



## Convenient, Clean and Safe Roadside Accommodations

### *Percent of customers satisfied with rest areas' convenience, cleanliness and safety*

**Result Driver:** Don Hillis, Director of System Management

**Measurement Driver:** Jim Carney, State Maintenance Engineer

**Purpose of the Measure:**

This measure helps MoDOT understand customer expectations concerning rest area convenience, cleanliness and safety. This information will provide insight to rest area location, lighting, and security as well as the overall cleanliness expectations.

**Measurement and Data Collection:**

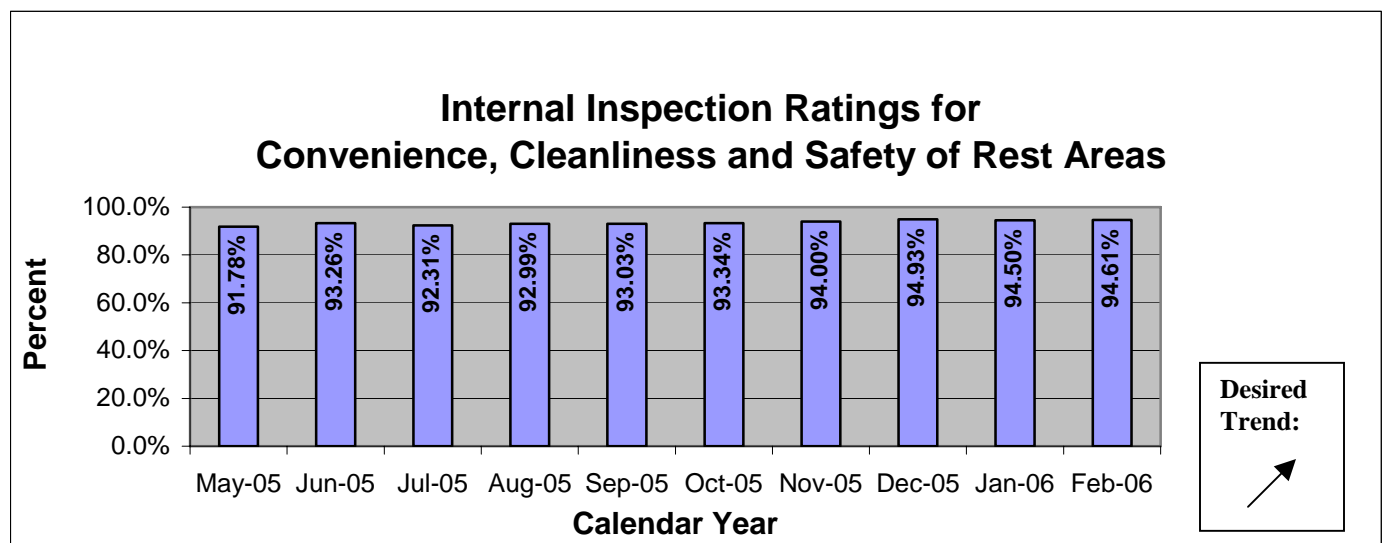
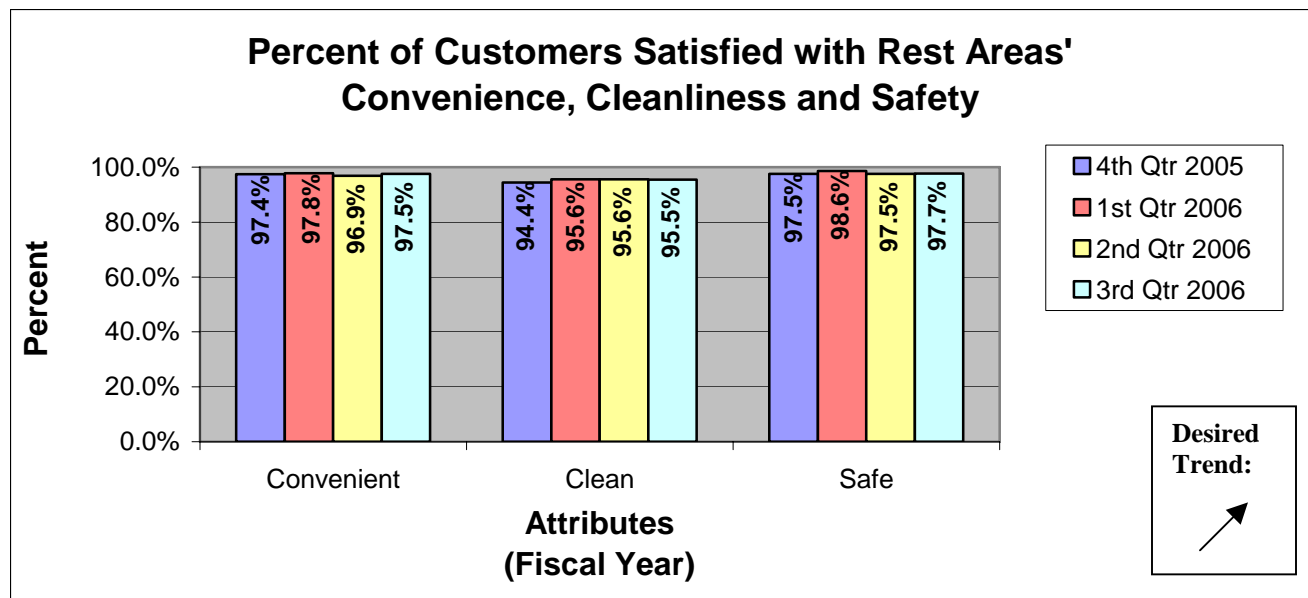
MoDOT measures this attribute with both an internal and external data collection. MoDOT receives information in the form of a survey card offered at all rest areas in the system. The survey cards ask a variety of questions with three of the questions specifically asking if the rest area is convenient, clean and safe. This provides direct input from our customers and is considered our external source.

To ensure customer satisfaction, all rest areas are inspected using an attribute list developed and based on an industry-wide literature review. The attribute list includes characteristics rest-area users identified as what they consider convenient, clean and safe. MoDOT maintenance employees inspect all rest areas at least two times per month using this list and are considered our internal source.

**Improvement Status:**

The rest-area survey cards were made available in May 2005. For the first quarter of the fiscal year 2006 (July through September) 2,404 cards were returned. For the second quarter of the fiscal year 2006 (October through December) 2,119 cards were returned. For the third quarter of 2006 (January through March), 1,122 cards were returned. A lower card total was expected due to the winter season. Based on the cards returned from 48 different states, Canada, Ireland and the United Kingdom, MoDOT is meeting the needs of its customers.

The internal rest area inspections started during May 2005. MoDOT is doing extremely well at meeting the customers' expectations for convenient, clean and safe facilities, largely in part to these inspections conducted a minimum of two times per month. The score average for all rest areas in the fourth quarter of the fiscal year 2005 (May through June) was 92.52 percent, 92.78 percent for the first quarter of the fiscal year 2006 (July through September), and a slight increase to 94.09 percent for the second quarter of fiscal year 2006. MoDOT takes care of maintenance concerns in a timely manner to keep the rest areas open for use.



## Convenient, Clean and Safe Roadside Accommodations

### *Percent of customers satisfied with commuter lots' convenience, cleanliness and safety*

**Result Driver:** Don Hillis, Director of System Management

**Measurement Driver:** Jim Carney, State Maintenance Engineer

**Purpose of the Measure:**

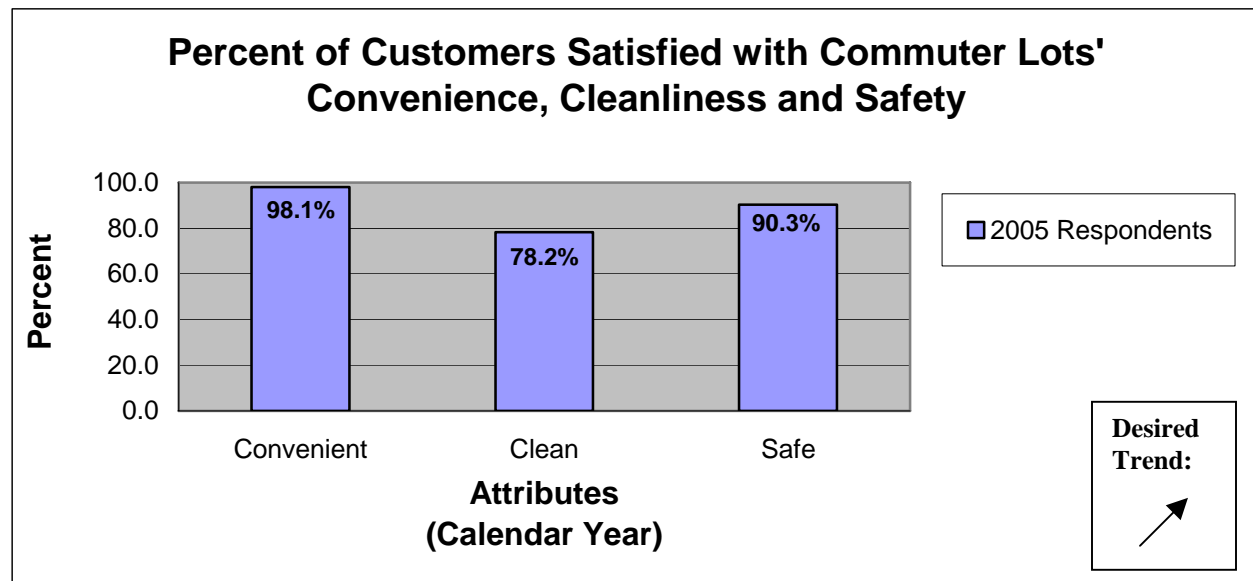
This measure will help the department understand customer expectations concerning commuter lot convenience, cleanliness and safety. This information will provide insight to location, lighting and security at commuter lots as well as their overall cleanliness.

**Measurement and Data Collection:**

MoDOT receives information in the form of survey cards distributed by MoDOT employees at 20 commuter lots. The survey card asks a variety of questions. Three questions specifically ask if the commuter lot is convenient, clean and safe. This is a baseline measure that provides direct input from the department's customers and is considered an external source.

**Improvement Status:**

Commuter lot survey cards were distributed to 1,176 customers in December 2005 and the department received 422 replies. Most of the customers thought the lots were convenient with 65 percent using them five days per week. Seventy-one percent cited saving fuel costs as the most important reason to use the lot. Ninety percent of customers were satisfied with safety at the lots with several customers expressing the need for additional lighting and almost five percent reporting theft and property damage concerns. Nearly 78 percent of the customers were satisfied with cleanliness. MoDOT received many comments about litter and the need for trash cans. Other frequent comments included the need for better surface maintenance on the gravel and asphalt lots and in a few lots expansion to provide more parking spaces. MoDOT has established quarterly inspection checklists to be performed at all commuter lots in the future to identify maintenance needs and expect the satisfaction for cleanliness to improve. The districts are working with local law enforcement agencies to monitor the lots with reported concerns to reduce theft and property damage complaints to improve safety.



## Convenient, Clean and Safe Roadside Accommodations

### *Number of users of rest areas*

**Result Driver:** Don Hillis, Director of System Management

**Measurement Driver:** Stacy Armstrong, Roadside Management Supervisor

**Purpose of the Measure:**

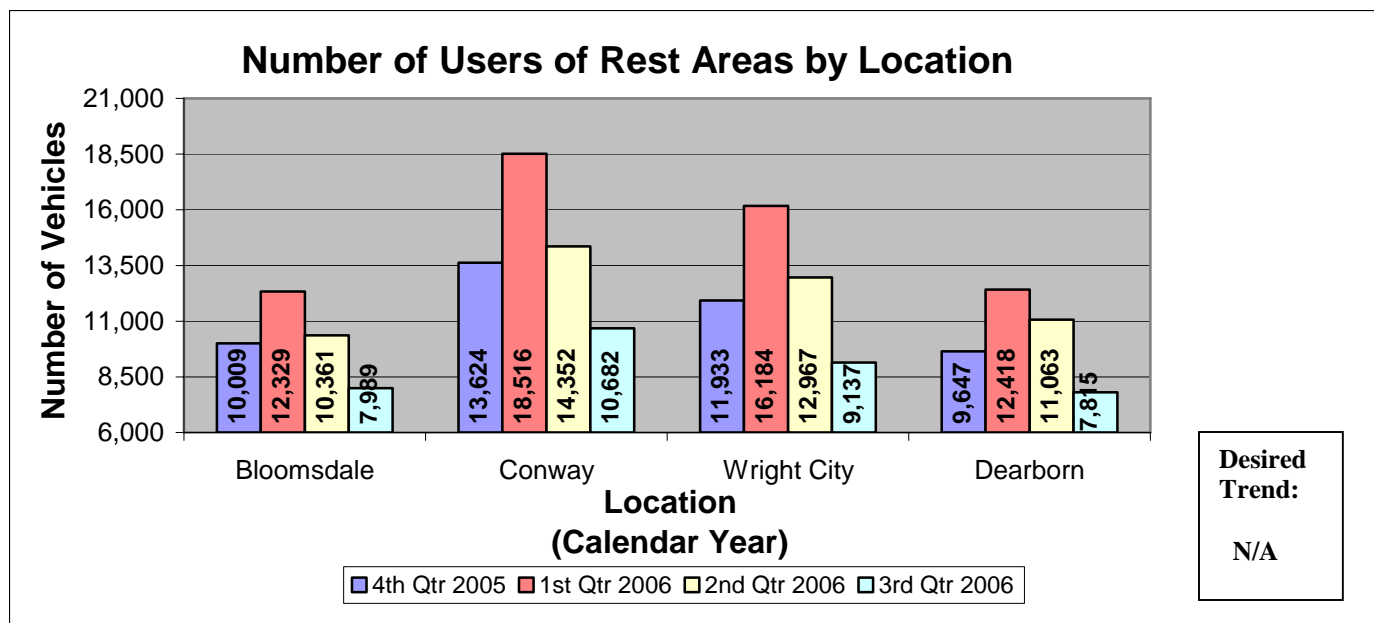
This measure tracks the number of vehicles entering rest areas. This information helps MoDOT better understand the peak days and times visitors use rest areas, impacting staffing decisions.

**Measurement and Data Collection:**

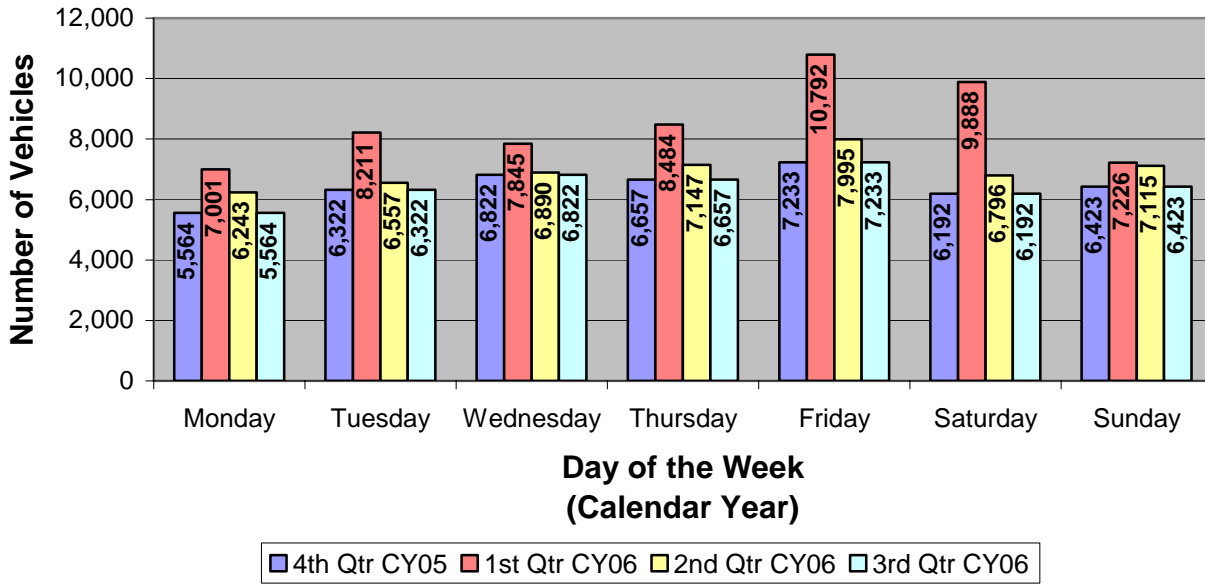
Temporary mechanical traffic counters are placed at four rest areas for seven consecutive days per quarter. All of the four sample locations have counters placed at the exit (more accurate counts than at the entrance) of each rest area to count users traveling in both directions. All four locations have two counters for a total of eight counts. This measurement started in mid-April 2005, and the first four sample areas are Bloomsdale I-55, Conway I-44, Wright City I-70 and Dearborn I-29. Four rest areas will have permanent traffic counters installed, doubling the number of rest area counts.

**Improvement Status:**

A total of 35,623 vehicles visited the four selected rest areas during the seven-day period of the third quarter of the fiscal year 2006 compared to April 2005 (45,213 vehicles), first quarter 2006 (59,447) and second quarter (48,743). A seasonal decrease was expected with fewer off-season visitors, especially during the winter months. A rebound is expected in the spring with July thru September having the highest usage. Continued tracking of these locations will help determine if these assumptions are correct. Monday remains the day with the least visitors progressing to Friday, the busiest day.



# **Number of Users of Rest Areas by Day** Bloomsdale, Conway, Wright City and Dearborn



**Desired  
Trend:**  
  
N/A

## Convenient, Clean and Safe Roadside Accommodations

### *Number of users of commuter parking lots*

**Result Driver:** Don Hillis, Director of System Management

**Measurement Driver:** Tim Jackson, Technical Support Engineer

**Purpose of the Measure:**

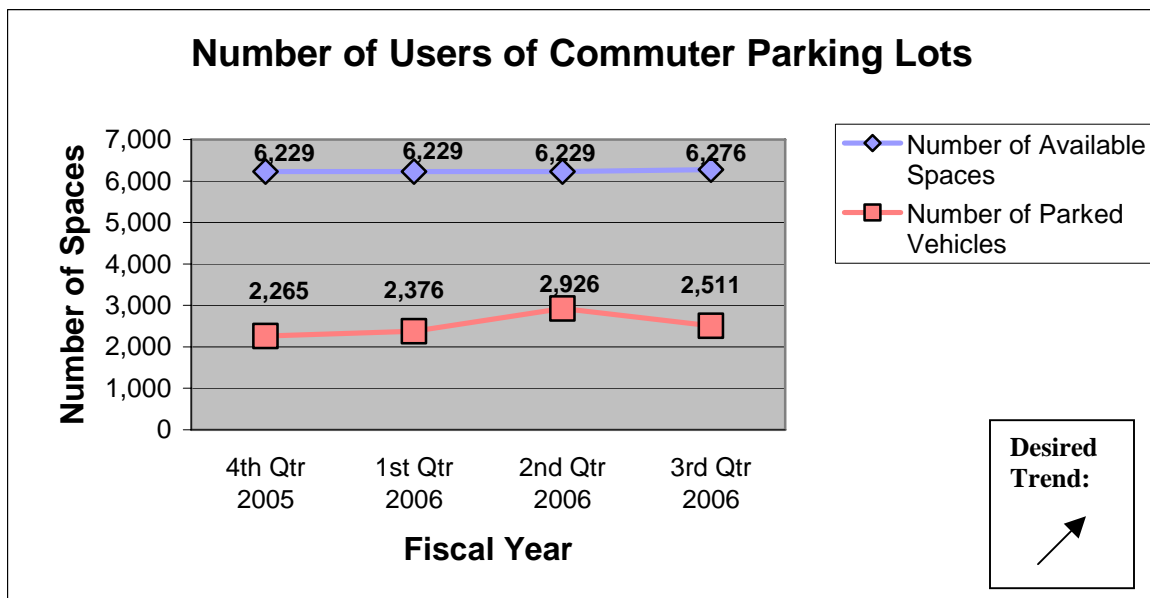
This measure tracks the number of commuter parking lot users. It will help the department determine whether the commuter parking lots provided by the department are adequate at their current locations and whether they are fulfilling the traveling public's needs.

**Measurement and Data Collection:**

District maintenance personnel count the number of vehicles parked in each commuter lot on a quarterly basis. Data is collected from every district to create a statewide report.

**Improvement Status:**

There was a marked decrease in the number of vehicles parked in the commuter lots from the previous quarter. The number of commuter parking lot users may be attributed to the decreased price of fuel in the first three months of 2006. MoDOT will continue to encourage motorists to use these lots through news releases. Two additional commuter parking lots were opened this quarter, one each in districts one and five.



## Convenient, Clean and Safe Roadside Accommodations

### *Number of truck customers that utilize rest areas*

**Result Driver:** Don Hillis, Director of System Management

**Measurement Driver:** Tim Jackson, Technical Support Engineer

**Purpose of the Measure:**

This measure tracks the number of trucks at rest areas. The numbers of trucks using the rest areas and the nearby ramps could be used to help determine how many spaces are needed to provide convenient parking facilities at each rest area.

**Measurement and Data Collection:**

On a monthly basis, district maintenance personnel will count the number of trucks parked at rest areas and on nearby ramps within 15 miles of the rest areas. The count is done between 4 and 6 a.m., which is typically the busiest time. Data is collected from every rest area to create a statewide report.

**Improvement Status:**

The number of trucks using the rest area parking facilities has remained relatively constant this quarter. The St. Clair rest area has been closed during this time period to make connections to city services. The total number of trucks parked in the rest areas still out number the available designated parking spaces. Discussions with the Missouri Motor Carrier Association (MMCA) began this quarter to get their input on the root cause of this situation. The MMCA established a committee to work with MoDOT to find innovative solutions to provide additional truck parking spaces.

